



Centre 70

Making a Complaint

Centre 70 seeks to resolve disputes between staff of the advice centre and any of its users who feel dissatisfied with the service or treatment received.

If you are not satisfied with the service or treatment that you received from us, then you should tell us.

If you wish to make a formal complaint, please refer to the complaints procedure.

Solicitor/Legal version

Last reviewed: January 2024

Next scheduled review: January 2025

CENTRE 70 COMPLAINTS PROCEDURE:

If you are not satisfied with the service or treatment that you received from any member of our staff, then you should tell them. They want to help you and so want to know if you are unhappy.

STAGE 1

If you are still not happy with their explanation, then you can make a formal complaint, by sending your name, contact details and complaint by e-mail to complaint@centre70.org.uk, or by letter to: **Complaints Manager, Centre 70, 46 Knights Hill, SE27 OJD**

If you have difficulties writing please let us know and we will make alternative arrangements.

On receipt of your complaint, you will receive an acknowledgement of your complaint. The complaints manager will then investigate your complaint and contact you if further information is needed. We aim to give a final response within 14 days of receiving your complaint, but you will be informed if this is not possible. If you are not satisfied with the reply you can elevate your complaint to stage 2.

STAGE 2

Once further assessments and investigations have been carried out, you will be contacted by the complaints manager to discuss your complaint further and to arrange a meeting if necessary or requested. We will try to provide a final written decision within 14 days of the further contact or meeting.

We aim to resolve complaints at this stage. However, if you are still dissatisfied about the decision you can appeal, within 14 days of receiving the decision. The complaint will be referred to stage 3.

STAGE 3

At this stage unresolved complaints will be referred to our management committee who will investigate the complaint further. They aim to provide a final decision within 28 days, starting from the date of your appeal against the complaints manager decision, at stage 2.

LEGAL OMBUDSMAN

If you are dissatisfied with the Stage 3 response, then you have the right to complain to the Legal Ombudsman. The response we send, known as Final Response, will include details of the Legal Ombudsman. You need to complain to the Legal Ombudsman within six months of the final response.

If the complaint 70 is not resolved by us to your satisfaction after eight weeks of starting it then the complaint can be referred to the Legal Ombudsman anyway, although we would expect to have completed Stage 3 within that period.

Generally, you can ask the Legal Ombudsman to look at your complaint if you are referring your complaint to the Legal Ombudsman within either:

- one year of the problem you are complaining about happening, or
- if the problem occurred more than one year ago, you need to bring your complaint within one year of you becoming aware of the problem.

If your complaint does not meet these time limits they may not be able to investigate it.

The Legal Ombudsman can be contacted at:

Legal Ombudsman, PO Box 6167, Slough, SL1 0EHTel:
0300 555 0333. Calling from overseas +44 121 245 3050. Relay UK 18001 0300
555 0333.

Webform <https://www.legalombudsman.org.uk/contact-us/general-enquiry/?source=817075da-41b2-4f10-a1ac-44ef39407720>

<https://www.legalombudsman.org.uk/>

<https://www.legalombudsman.org.uk/make-a-complaint/complaint-checker/>

DEBT CASES- We are authorised by the Financial Conduct Authority, Authorisation number 618717 and covered by the Financial Ombudsman when relating to debt cases, www.financial-ombudsman.org.uk